

Encore 8.0 Workforce Optimization Solutions

Customer Release Notes



Encore® 8.0 Workforce Optimization solutions offer rich, digital tools that increase agent engagement and boost the productivity of your contact center. This release offers the following key features.

- New User Interface: Encore Portal
- Amazon Connect Integration
- Interaction Analytics for UCaaS
- Cisco and NEC Integration Updates

New User Interface: Encore Portal

Encore Portal, a new user interface in Encore 8.0, improves access to customer interactions. With its clean, minimalist design, the Encore Portal provides new, innovative tools to advance the performance of contact centers:

- Views – A sophisticated and flexible method to access recordings and associated metadata.
- Data Sets – A new way to structure data, such as recording data, evaluation data, schedule adherence data, etc., that provides the foundation for Views. All data types can be accessed on the same screen, eliminating the need to switch between tabs in Encore.
- Alerts – Draw on the power of Views to quickly and easily monitor important interactions.

The Encore Portal may be accessed using a personal computer, tablet or smartphone, and supports the Chrome, Edge, and Safari browsers. Upcoming Encore 8.x releases will support additional functionality from the Encore Classic user interface.

Interaction Analytics for Amazon Connect

DVSAnalytics delivers the ability to leverage Amazon Connect audio recordings to gain insight into the business and its customers. Available in two packages, Essentials and Advanced, Interaction Analytics from DVS provides tools to better understand the voice of the customer and improve the customer experience.

- Interaction Analytics Essentials includes Desktop Recording, Advanced Search & Retrieval, eCoaching, and Engagement Portals
- Interaction Analytics Advanced includes Speech Analytics and Desktop Analytics

In addition to playing the Amazon Connect call recording stored in the Amazon S3 bucket directly in Encore, Amazon Connect contact centers are also able to retrieve the following call data elements from Amazon Connect for each call record and store them in Encore:

- | | | |
|-----------------------|----------------------|----------------------|
| • Agent Login ID | • Contact Initiation | • Hold Time |
| • ANI | • Delete Reason | • Other Party Number |
| • Call ID | • DNIS | • Queue Name |
| • Connection Attempts | • Hold Count | • Queue Time |

Interaction Analytics for UCaaS

Boost the audio recordings of your UCaaS platform with Encore Desktop Recording, advanced search capabilities, targeted agent coaching, and agent engagement to improve contact center operations.

In addition to RingCentral Office and Avaya Cloud Office, Encore also integrates with these UCaaS providers:

- AT&T Office@Hand
- BT Cloud Work
- TELUS Business Connect
- Unify Office

DVSAalytics offers Interaction Analytics in both an Essentials and Advanced packages:

- Interaction Analytics Essentials
 - Desktop Recording
 - Advanced Search & Retrieval
 - eCoaching & Engagement Portals
- Interaction Analytics Advanced
 - Speech Analytics
 - Desktop Analytics

Cisco and NEC Integration Updates

Two integrations are now available as a Windows service:

- Cisco BIB Stream integration
- NEC Streaming integration

Recordings for these integrations may be saved as mono .vx8 files or stereo .wav files.

With this release, the following components are no longer supported:

- Cisco Stream Audio Server and Recording Server
- NEC Softphone Audio Server and Recording Server

If you're currently using either of these integrations, please contact DVSAalytics Customer Support at (800) 910-4564 to schedule your upgrade.



Measure What Matters

Encore® from DVSAalytics is built to help you take millions of recorded customer interactions and turn them into rich business intelligence and insights.

About DVSAalytics

DVSAalytics Inc. (DVS) workforce optimization (WFO) solutions are designed to improve the customer experience and maximize employee engagement and productivity by offering analytics-enabled insights into customer interactions and contact center operations. DVS Encore® WFO solutions include interaction recording, analytics, quality and performance management, workforce management, reporting, and a powerful set of employee engagement capabilities. The company is headquartered in Scottsdale, Arizona.



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